



JOB DESCRIPTION

Job Title: Customer Services Administrator

Reports to: Customer Services Manager

Accountable to: Customer Services Manager

Job Purpose: To support the Customer Services Department in providing a high quality service to our customers safely, professionally and within agreed or reasonable timescales by administering the customer service information system and providing all other administration services for the Customer Services department.

Budget: N/A

Scope: The Customer Services Department is the interface between external customers and internal departments.

The Customer Services Department assumes responsibility for remedial work following receipt of the Customer Services blue book, when it is completed or when there is no longer a sales presence on site. The majority of the Customer Services Department's work falls within the two year initial guarantee period, although it can extend to any time throughout the 10 year NHBC guarantee period.

The Customer Services team requires the ability to deal effectively with all customers and to be able to manage customers' expectations appropriately and with the objective of achieving required levels of satisfaction and recommendation from customers.

Key Responsibilities:

1. Handle telephone queries, ascertaining the most efficient route to satisfactory conclusion and in a manner which gives customers confidence that they are dealing with professional representatives of the company who are able to assist with their queries. Record accurate information and determine next course of action, referring to the Customer Services Manager/Co-ordinator (as appropriate) over issues where the relevant technical or practical experience is required to make a sound judgement.
2. Open and distribute morning post; and deal with any customer letters which need to be logged and copied to the relevant personnel.
3. Manage and update Customer Services Manager's/Coordinator's (as appropriate) appointment diary; ensuring that appointments are made in geographically proportioned areas.
4. Manage the Customer Service System ensuring all new items are entered, progress updated and completed items removed.

5. Assist the Customer Service Department in ensuring all corrective work is managed, as follows:
 - work instructions created
 - arrangements made with customer for work to be done and confirmed in writing/by phone/email
 - arrangements made with contractors for work to be completed and confirmed by fax/letter/email
 - monitored on a daily basis to ensure that programmed works have been completed to the customer's reasonable satisfaction by the subcontractors
 - all members of the Dept produce their identity cards to customers and others at appropriate times and/or on request
6. Ensure general administration is managed on a daily basis, such that the office runs smoothly and that paperwork is kept accurately filed/stored in a tidy office environment and undertake all the appropriate archiving work.
7. Produce Customer Service System Report for Board Meeting based on information extracted therefrom.
8. Record, type and distribute Customer Service Meeting Minutes .
9. Ensure registration of all homes with Homeserve (or replacement service provider) on the day of legal completion.
10. Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
11. At all times comply with company policies, procedures and instructions.
12. Contribute to improving the business, protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change.

Working Relationships:

Effective working relationships are an essential part of daily working life.

The focus in this role is both:-

Internal: Colleagues within Operating Division.

External: Telephone communication – Customers, Contractors and
 Subcontractors

Decision Making Authority:

- Once fully trained the job holder will determine how straightforward problems should be tackled using Redrow standard practice and procedures
- Technical problems or more complex problems will be tackled in conjunction with the Customer Services Manager.

These are illustrative duties and the post holder will be expected to undertake all other tasks required for the proper functioning of the department and the Company.